

JUNE 2011

# CheckUP



## Reasons to Celebrate

Find out what they are  
on pages 2 and 3

A PASSION FOR BETTER MEDICINE.™



## You're Getting a Bonus

It's a reward for all the hard work you do



Working in health care is challenging and rewarding. It's challenging because of the seriousness of what we do and the amount of work we face every day. It's rewarding because we give people something they hold most dear—their good health. For all the hard work you do, you'll receive a special bonus.

Over the past several years, you've been asked to do more because of a slumping economy and the uncertainty of our nation's health care system. You've had to manage expenses and work more efficiently while continuing to enhance the level of our care. Yet you remained focused on our mission and worked harder than ever and sustained our friendly, caring culture. As a result, our health network continues to get stronger.

To thank you for your commitment and dedication, colleagues will receive a special bonus in the May 20 paycheck. If you're a full-time colleague, you'll be rewarded with a \$300 bonus. If you work part-time, your reward will be \$150.

May's bonus is not the Shared Success Plan (SSP) bonus. If we reach our overall patient satisfaction and managed cost goals at the end of the fiscal year, eligible colleagues will receive their SSP bonus in October. Read the charts on page 11 to see how we're doing.

Thanks to your hard work and our health network's strength, we'll soon be able to help relieve the workload that many colleagues have told us they face. In fiscal year 2012, we'll add more clinical and support staff to our team. They'll help us provide an ever higher level of care. Our strength also will allow us to invest in new technology and research to give the people of our community the quality care they expect and deserve.

While we celebrate your hard work, it's important to continue to find new ways to manage expenses. It's the most important thing we can do to remain strong.

It is rewarding to have the opportunity to lead such a talented and passionate team of health care professionals. Thank you for all you have done and continue to do to make Lehigh Valley Health Network great.

*Ronald W. Swinfard, M.D.  
President and Chief Executive Officer*

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# Not Once, Not Twice, But Three Times in a Row

We have been designated as a  
Magnet™ hospital again



During our 24th Annual Friends of Nursing Celebration, we received a phone call from the American Nurses Credentialing Center (ANCC). They called to tell us that we have been named a Magnet™ hospital for the third time in a row. This is quite an accomplishment—and let me tell you, the crowd went wild with excitement when they heard the news.

But what does Magnet really mean? For our caregivers at Lehigh Valley Health Network, it means working in an environment where they can flourish in their practice and profession. Magnet nurses continue to grow professionally, and they are encouraged to become certified in their specialty care areas, such as critical care, neuroscience, emergency or medical-surgical nursing. They also are valued in research

and lead evidence-based practice studies to ensure patients receive the very best care.

For patients, the Magnet name helps them identify hospitals where they can expect to receive a higher level of care. In fact, studies show Magnet hospitals have higher patient satisfaction, better quality outcomes and the right nurse-to-patient ratios. It also means our nurses not only use but embrace the latest technologies. They are part of a collaborative care team that includes physicians, advanced practice clinicians, pharmacists, social workers and others. Beyond that, nurses are likely happy to be working here. That's because Magnet hospitals attract nurses, like a "magnet," and retain them by creating an environment that allows them to practice professionally.

We were first designated as a Magnet hospital in 2002 and then redesignated in 2006. Magnet redesignation doesn't just happen. New sources of evidence required us to include patient and staff satisfaction data and provide enhanced examples of outcomes, as well as nurse-sensitive clinical outcome data. We submitted our evidence and hosted a four-day site visit from four Magnet appraisers this February.

We were thrilled to get the official phone call from the Magnet office during our Friends of Nursing Celebration. What a perfect place to find out! I am so proud of everyone who played a role in making this special recognition happen. We are the only hospital in the area and among less than 7 percent of hospitals in the country to have Magnet recognition. This is the highest level of recognition for nursing excellence—and I am so proud to say we offer it right here at Lehigh Valley Health Network.

*Anne Panik*

*Senior Vice President, Patient Care Services*



## Watch the announcement

During our 24th Annual Friends of Nursing Celebration, we received a phone call from the American Nurses Credentialing Center. They called to tell us that we have been named a Magnet™ hospital for the third time in a row. The phone call was caught on video, along with interviews of colleagues celebrating after the announcement.



**CLICK HERE TO WATCH:**

<http://www.youtube.com/v/dyHRPxcgqj4&hl>





# Driven to Care

The way we care for drivers, crew and fans at Pocono Raceway is a national model

They call themselves the “Core NASCAR” team—a group of dedicated Lehigh Valley Health Network physicians and colleagues who provide care to spectators, drivers and crew members every summer at Pocono Raceway. Here’s how they do it and why we’re a national model for raceway medical care.

## Caring at the Raceway

For one weekend in June and August every year, Pocono Raceway hosts more than 300,000 NASCAR fans. “The Raceway becomes the third-largest city in Pennsylvania on race weekend,” says MedEvac flight paramedic Dan Rymond, who provides care at the Raceway. “The closest hospital is 30 minutes away without traffic, but we’re able to provide immediate care right there.”

Rymond is one of more than 60 colleagues who volunteer to care at Pocono. On race weekends, our team sets up three self-sustaining health care centers—an infield care center, which serves as the primary trauma care site for drivers, crew members and spectators; an infield first aid center for nonurgent care; and the mobile field hospital as the grandstand care center.

“We deal with everything from cuts, sprains and broken bones to severe heart attacks, traumatic injuries and delivering babies,” says Mike Wargo, R.N., our director of emergency management and executive director of medical operations for Pocono Raceway.

Although we provide the most care to spectators, drivers and crew members also receive services. “We provide physical evaluations to some drivers before the race,” Wargo says. “We also serve as the primary care provider for crew members because they live track to track.” If a higher level of care is needed, patients can be taken by MedEvac helicopter to our health network or, if they choose, the hospital of their choice. Our team also is prepared to respond to any type of emergency, natural disasters or terrorist attack.



**“You develop camaraderie when you work in a fast-paced environment. There’s a waiting list to volunteer at the Raceway.” —Mike Wargo, R.N**

Although race weekends can be hectic, our team is a dedicated group that enjoys coming back every year. “You develop camaraderie when you work in a fast-paced environment,” Wargo says. “There’s a waiting list to volunteer at the Raceway.”

## Sharing what we’ve learned

To educate others about best practices at the Raceway, five members of the “Core NASCAR” team—emergency medicine physicians Robert Tomscho Jr., D.O., and David Burmeister, D.O., and Wargo, Rymond and technical partner Anne Sanders—attended the NASCAR Summit in North Carolina (second photo from top). This annual conference addresses topics related to operations, security, risk management and emergency medical services. Our team has presented for the past five years, representing our health network and Pocono Raceway.

We presented a hands-on difficult airway management training session. “We taught paramedics and physicians how to manage drivers’ airways using basic to advanced surgical techniques,” Wargo says. Wargo and Rymond also delivered a presentation about the importance of health care organizations partnering with motor sports organizations like Pocono Raceway. We also reunited with NASCAR legend Bobby Allison (left, in photo third from top) who received care at our health network following a horrific crash at Pocono in 1988.

—Lauren Fetterman

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## A lifetime of racing

Growing up, Mike Wargo, R.N., spent a lot of time at raceways. Although Wargo never raced, his father was a regional and national stock car driver who exposed Wargo to the sport. “That experience built my relationship with Pocono Raceway and educated me about the science within motor sports,” he says.

Wargo was instrumental in helping the health network win the Raceway’s bid to provide medical care during race weekends. He’s proud of the caliber of care our team provides. “It’s great to see how NASCAR medical care has developed into what it is today,” Wargo says. “Since we have elevated the level of care at Pocono Raceway, we serve as consultants and are modeled by other raceways nationally.”



# TOP 5

## Ways to Refresh Your Workplace

You can experiment with the Mack Boulevard experience

So you've heard about the Mack Boulevard experience and maybe you're intrigued about how this alternative environment changes how colleagues work, build community, go green and lower costs. Can you, too, adopt some of the same principles in your environment?

"The Mack Boulevard experience isn't about where we are; it's who we are as a network," says Brian Hardner, vice president of facilities and construction and co-chair of the Mack Boulevard Council. "No matter where you work, you can experiment with the Mack Boulevard experience—and see results."

So, here are the top five ways you can give it a try, as recommended by Mack Boulevard Council members.



### 1 TRY HOTELING.

Do you have a laptop? Then you can try hoteling, which means you don't have an assigned workstation. You can work anywhere, like emergency department resident Chadd Kraus, D.O., pictured outside the Lehigh Valley Hospital—Muhlenberg café. "At Mack Boulevard, some colleagues share workstations because when our desks are empty, that's a waste of space," says Linda Durishin, organizational development administrator. "While we've reduced the number of workstations, there's always someplace to work: in sitting areas, private focus booths, the café. We also share conference rooms throughout the building, so consider meeting outside of your department too. You'll experience the greater community of the network."



### 2 GO GREEN.

Do you have more than one printer in your department? Try having just one in your department—and possibly even one on your entire floor. Print double-sided, as Mary Boland of patient accounting is pictured doing, and scan documents. "At Mack Boulevard, we reduced the number of printers by 40 percent and paper usage by 20 percent," says information services' Phil Horlacher. "As a result, we don't need as much filing space, so we've eliminated nearly half of our filing cabinets too."





## 4 ORGANIZE OFFICE SUPPLIES.

Do you have more than one supply space? Do you order a different type of the same supply than the department next to you? Try consolidating your supply space and standardizing your supplies. "At Mack Boulevard, we have one supply area for each floor, one person ordering for that floor and one supply budget," says Edward O'Dea, finance's controller and co-chair of the council. "That eliminates, for example, several supply closets and one department ordering 20-cent pens while another orders 40-cent pens." Diana Bermudez of facilities and construction is pictured picking up her supplies, all labeled and stored in a standard place on the shelves.



## 5 START FUN TRADITIONS.

How well do you know your colleagues in adjacent departments? Break down the physical barriers and invite them to a fun gathering or engage them in a friendly contest. The Mack Boulevard building occupants participated in a decorating contest and the 5th floor gathered for a FANtastic Friday Super Bowl party. "It's a great way to meet colleagues and strengthen relationships," says Jennifer Fink, facilities and construction manager. "We begin to feel less like separate departments and more like one organization of colleagues working together." The pictured 5th-floor team features just some of the colleagues who attended from finance, facilities and construction, marketing and public affairs, organizational development, SPPI and more.

—Pamela Riddell



## 3 CENTRALIZE TRASH.

Do you have a trash can at your workstation? Try living without it, and throw your trash away at a central location. Or instead of relying on someone else to collect your trash bag, try emptying your own waste. "By adopting these principles at Mack Boulevard, we've reduced our housekeeping expenses by 5 percent," says Craig Onori, vice president of support services. "It allows (l-r) Amy Poon, Thaw Mu and George Poon of Crothall to dispose of trash more efficiently and focus on keeping our workplace clean."

# 'Follow Your Passion, and Success Will Follow You'

Friends of Nursing award recipients  
exemplify why we're Magnet™

The famous quote by Terri Guillemets says it all. Our nurses are passionate about providing high-quality, compassionate nursing care—and they do it successfully. That's why the American Nurses Credentialing Center has designated us as a Magnet hospital not once, not twice, but three times!

We announced that we achieved Magnet status—AGAIN—and celebrated our caregivers at the 24th annual Friends of Nursing Celebration in April. Each year, colleagues, patients and patients' family members nominate clinicians for Friends of Nursing awards. The recipients' stories define the kind of care that earned us Magnet recognition. Here are this year's award recipients:

## 2011 FRIENDS OF NURSING AWARD RECIPIENTS



**The M.G. Asnani, M.D.,  
Award for Excellence in  
Pediatric Nursing**  
*Carol Galloway, R.N. –  
Pediatric Ambulatory  
Surgery Unit*



**The Robert Lurig Memorial  
Award for Excellence in  
Burn Care**  
*Matthew Karpowicz, R.N. –  
Regional Burn Center*



**Joseph J. Prorok, M.D.,  
Award for Excellence in  
Perioperative Nursing**  
*Perla Reese, R.N. – Operating  
Room, LVH-M*



**Professional Excellence  
Council Physician Friends of  
Nursing Award**  
*Robert X. Murphy Jr., M.D.  
– Cosmetic and Reconstructive  
Specialists of the Lehigh Valley*



**The John M. Eisenberg, M.D.,  
Award for Excellence as a  
Student Nurse**  
*Susan Gail Berg – Cedar  
Crest College*



**The Medical Staff Adminis-  
trative Partner Awards**  
*Julie Ringnald – Adult  
Behavioral Health*



*Anne Stefanik – 5K*



**The Medical Staff Support  
Partner Awards**  
*Betty L. Heck – Invasive  
Cardiology Suite, LVH-CC*



*Ingrid Heller – 5 Tower*



**The Medical Staff Technical  
Partner Awards**  
*Vilma Barry – Transitional  
Skilled Unit*



*Juan Dominguez – 5B*



**The Medical Staff Award for  
Excellence in a Care Delivery  
"Technician" Role**  
*Clara L. Ramirez –  
Operating Room, LVH-CC*



**Josephine Ritz Nursing  
Award for Excellence in  
Patient and Family Teaching**  
*Joseph Rivera, R.N. – 6 Tower*



**The Florence Nightingale  
Exemplary Professional  
Practice Award**  
*Orlando E. Rivera, R.N. –  
Heart and Vascular Center*



**Allentown Anesthesia Associ-  
ates, Inc. Post-Anesthesia  
Care Nursing Award**  
*Beth Ann Hall, R.N. –  
Post-Anesthesia Care Unit,  
LVH-CC*



**The Award for Excellence as  
a Preceptor**  
*Marion Daku, R.N. –  
Intensive Care Unit, LVH-M*



**The Jeffery J. Hitchings  
Award for Excellence in  
Education**  
*Jayne Febbraro – Division of  
Education*



**William F. Ihrie, Jr. & Elizabeth  
A. Ihrie Digestive Sciences  
Award**  
*Linda Marks, R.N. –  
GI/Pulmonary Endoscopy  
Unit*



**Joseph and Judith Kaminski  
Award for Excellence as a  
Float Nurse**  
*Judith L. Nist, R.N. –  
Float Pool, LVH-M*





**Alma W. Holland Award for Excellence in Home Care Nursing**

*Jane Wilson, R.N. – Home Care Services*



**The Helen B. Potts Licensed Practical Nurse Award**

*Dianne Macdonald, L.P.N. – Hospice Services*



**The Fleming Nursing Caring Awards**

*Carmen Campione, R.N. – Progressive Coronary Care Unit*



*Donna Sue Hungarter, R.N. – Comprehensive Wound, Skin and Ostomy Services*



**Dr. and Mrs. Donald H. Gaylor Medical-Surgical Nursing Award**

*Amanda Hrebicik, R.N. – 7A Neuroscience Unit*



**Award for Excellence in the Delivery of Rehabilitation Services**

*Elizabeth Hernandez – Physical Therapy*



**Award for Excellence in the Delivery of Respiratory Care**

*Cynthia Bailey Schmoyer – Respiratory Care Services, LVH-M*



**Kathy Mundt-Bulla Memorial Award for Excellence as a Laboratorian**

*Nicole Sell – Health Network Laboratories*



**Pulmonary Associates Award for Excellence in Critical Care Nursing**

*Lorraine Valeriano, R.N. – Neuroscience Intensive Care Unit*



**Award for Excellence as a Case Manager**

*Jennifer Bednar – 4K*



**LVHN Department of Legal Services Award for Excellence in the Promotion of Patient Care**

*Joseph Shambo – Clinical Engineering, LVH-CC*



**The Jeffery A. Bartges Award for Excellence in Neuroscience Nursing**

*Nancy Komatz, R.N. – Neuroscience Intensive Care Unit*



**Award for Excellence as a Pharmacist**

*Carol Ann Faust – Pharmacy, LVH-CC*



**The Dr. and Mrs. Joseph Miller Award for Excellence in the Delivery of Obstetrical/Gynecologic Nursing Care**

*Kelli Ann Hartman, R.N. – Mother-Baby Unit*



**The Dr. Peter and Ruth Keblish Award for Excellence in Orthopaedic Surgical Nursing**

*Donna Pilon, R.N. – 5C*



**Allentown Hospital School of Nursing Alumni Association Award for Excellence in Palliative Care**

*Michele Naugle, C.R.N.P. – Optimizing Advanced Complex Illness Support (OACIS)*



**Cancer Services Leadership Council Excellence in Cancer Care Award**

*LuAnn McKee, R.N. – John and Dorothy Morgan Cancer Center*



**Commitment to Patient Safety Award**

*6 Tower*



**The Senior Management Council Patient Satisfaction Award for Inpatient Care**

*7C Hematology/Oncology Unit*



**The Fleming Award to Recognize a Department Which Promotes Family Presence**

*Trauma Neuro Intensive Care Unit*



**The Fleming Award to Recognize New Knowledge, Innovations and Improvements**

*Obstetrics Simulation Team*



**The Lehigh Valley Health Network Board of Trustees Patient Satisfaction Award for Ambulatory Services**

*Plastic Surgery Associates of the Lehigh Valley*

## 'Today's Nurse' has a blog!

Check out a new blog on the Salisbury Patch written by Center for Professional Excellence colleague Niki Hartman, R.N., that will take you into the world of today's nurse. **Click link to read: [www.facebook.com/lvhealthnetwork](http://www.facebook.com/lvhealthnetwork)**

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– Amy Koch

# The 5 W's of Performance Evaluation

This year's changes will improve efficiency  
and emphasize patient-centered care

It's almost here: performance evaluation time. It's your chance to meet with your supervisor to discuss your accomplishments and challenges of the past year, and set goals for the next 12 months. This year, there will be changes to the way your performance evaluation is conducted. Answers to the five W's explain why these changes are important to you.

## { WHAT } ARE THE CHANGES?

Previously, your supervisor completed your performance evaluation on paper. This year, evaluations will be done electronically through Lawson. "It will improve efficiency and save paper," says David Burrack, director of benefits and compensation.

The way your final score is calculated is unchanged. Thirty-five percent of your score is based on your job requirements, 25 percent on your goals, and 40 percent on your PRIDE behaviors.

Starting next fiscal year, all colleagues' behaviors scores will reflect your ability to welcome patients and family members and consider their comfort. Colleagues who work in clinical areas also will be evaluated on their ability to give patients and families information and involve them in their care. These are key components of our Patient-Centered Experience (PCE) initiative.

**{ 40% } PRIDE BEHAVIORS**  
**{ 35% } JOB REQUIREMENTS**  
**{ 25% } GOALS**

## { WHY } WERE CHANGES NECESSARY?

The changes were made to reduce paper-work and improve efficiency. As a result, you'll receive timely feedback regarding your performance and have convenient access to the appraisal at work or home throughout the year. To improve efficiency, each colleague's updated job description was added to Lawson. The exact wording from your job description will automatically populate your electronic evaluation form. You'll then be evaluated on your ability to meet the expectations of your job on a scale of 1 to 5.

## { WHO } WILL USE THE ELECTRONIC EVALUATION?

Your supervisor will use the electronic version to conduct your evaluation. You can use it to complete your self-evaluation electronically, if your department utilizes a self-review. You'll score your abilities and provide comments to justify your score. You'll also set your goals for the following year, and may be asked to complete a peer evaluation on a colleague. Your supervisor will teach you how to use the new electronic version.

LEHIGH VALLEY HEALTH NETWORK

*Building Relationships with*

# PRIDE

It's how we interact at LVHN with all patients, their family members, our guests and colleagues.

| Privacy   | Respect   | Involvement   | Dignity   | Empathy  |
|---|---|---|---|--|
| We respect everyone's right to privacy and will keep confidential all personal and medical information unless it is required for diagnosis or treatment, or by law. <ul style="list-style-type: none"><li>• Discuss confidential information in private</li><li>• Knock or announce self before entering a room or personal space</li><li>• Cover or screen patients appropriately</li><li>• Protect others from unnecessary intrusions</li></ul> | We value a diverse environment and embrace each person's uniqueness, beliefs, rights and needs. <ul style="list-style-type: none"><li>• Respect everyone, regardless of background, race, age, gender, religion, disability or sexual orientation</li><li>• Be dependable. Arrive on time ready to work</li><li>• Respond to customers in a timely manner</li><li>• Avoid gossip and maintain a professional demeanor</li></ul> | We commit ourselves to teamwork, collaboration and honest, open communication. <ul style="list-style-type: none"><li>• Work as a team and help those in need</li><li>• When interacting with our customers, remember <b>ABET</b> (Acknowledge them by name, smile, make eye contact, introduce yourself, role and purpose). Describe. Duration of how long it will take for their needs to be met. Explain in lay terms what to expect. Thank them.</li><li>• Put the needs of others first. Hold doors and elevators, letting patients go first. Ensure patients in wheelchairs face the elevator doors. Keep noise levels down.</li></ul> | We always maintain a positive attitude and display a high standard of professional conduct when representing LVHN. <ul style="list-style-type: none"><li>• Explain and ask patients' permission before performing a procedure, test or intervention</li><li>• Wear/display ID tag at all times</li><li>• Handle conflicts and complaints effectively and politely by taking the <b>HEAT</b> (hear people out, Empathize with them, Apologize for the inconvenience, Take Action to resolve the problem)</li></ul> | We create an environment of understanding and concern for all with empathy and compassion. <ul style="list-style-type: none"><li>• Anticipate people's needs and help them before being asked</li><li>• Ask customers if you are meeting their needs and expectations</li><li>• Help test individuals find their way</li></ul> |

A PASSION FOR BETTER MEDICINE™

Lehigh Valley Health Network

810-402-CARE | LVHN.org



## { WHEN }

### DO EVALUATIONS TAKE PLACE?

Performance evaluations take place from July 1 to Sept. 1. After your evaluation is complete, you'll have an opportunity to review it and discuss your performance with your supervisor. If your overall score is 3 or higher, you'll be eligible for a merit increase and a Shared Success Plan (SSP) bonus if we meet our health network's goals by the fourth quarter. Read the charts on the right to see how we're doing.

## { WHERE }

### DO I ACCESS THE ELECTRONIC EVALUATION?

Click "Lawson" on your SSO Toolbar and choose "LVHN Performance Management." You will then be able to select "Self Annual Performance Review," or "Peer Annual Performance Review."

—Rick Martuscelli

## SHARED SUCCESS PLAN

### Fiscal Year 2011 Third Quarter Results

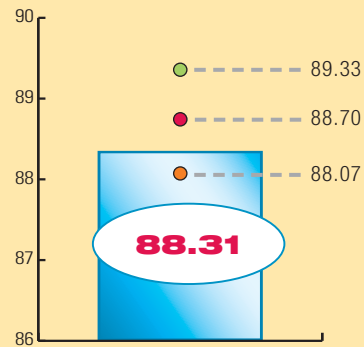
Help us reach our goals!

*Our FY 11 Goals*

- *Threshold* (Good)
- *Target* (Better)
- *Maximum* (Best)

You play a vital role in helping us meet our **overall patient satisfaction** and **cost-per-case** goals. If your hard work helps us meet these goals and our health network's overall financial goals by the fourth quarter, you may be rewarded.

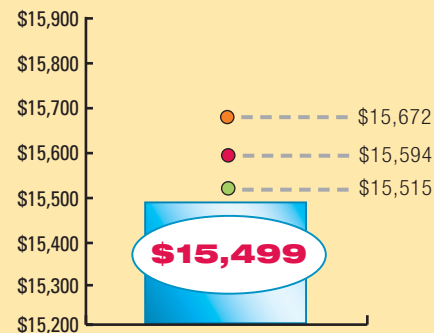
### Patient Satisfaction



*We're exceeding our threshold (good) goal.*

### Cost Per Case

*(lower is better)*



*We're exceeding our maximum (best) goal.*



## Nominate Your Star for a Service Excellence Award



Now is your chance to recognize colleagues who do amazing things by nominating them for a Star Celebration Service Excellence Award. These awards recognize colleagues who demonstrate exceptional customer service, work efficiently, design creative reward-and-recognition programs, perform community service, go the extra mile, and more.

To submit a nomination form, visit the human resources intranet site at [intranet.lvhn.com](http://intranet.lvhn.com) and click "Employee Resources," "Recognition," and "Nomination Form" in the Service Excellence Award section. Nominations must be received by July 31.

## « She's an Advocate



As a mom, Judylee Negrete, R.N., was horrified when her daughter, Tanya, was diagnosed with leukemia. As a nurse here for 32 years, she knew Tanya was in the right place: Lehigh Valley Hospital–Muhlenberg. "Tanya's cancer was aggressive," the PICC (peripherally inserted central catheter) team caregiver says. "Her doctors were very proficient, and the nurses on 5T were

awesome. She really bonded with everyone who treated her." Although Tanya lost her battle, Negrete can't say enough about the quality, compassionate care her daughter received. "I tell my friends that if they know anyone who needs cancer care to call 610-402-CARE to find a doctor," Negrete says. "I know firsthand our caregivers go above and beyond."

**Are you an advocate for our health network?** If so, call **484-884-0809** or e-mail [Gerard\\_A.Migliore@lvhn.org](mailto:Gerard_A.Migliore@lvhn.org) and share your story in *CheckUp*.



### The Wall

What our fans are saying

**Danielle Nicole Pritchard** wrote on April 5:  
*My daughter was just born there (Lehigh Valley Hospital–Cedar Crest) in November and I love this hospital. My whole experience was just wonderful. The nurses are amazing. Thank you.*

**Suzanne Tamm** wrote on April 4:  
*We love Dr. Rachel (Liebman)! She is the greatest! We've gotten to know her as our doctor over the last few months and are so happy about that.*

**Joseph Karo** wrote on April 1:  
*Burned over 60 percent and was treated there (Regional Burn Center) over 20 years ago. Thanks. Saved my life.*

**JOIN THE CONVERSATION**  
at [facebook.com/lvhealthnetwork](http://facebook.com/lvhealthnetwork)

## The Buzz in Our Community

- Medical resident **Kate Dewar, M.D.**, was featured in a *New York Times* front-page story about trends in physicians' career choices. Dewar decided to pursue a career in emergency medicine rather than follow in the footsteps of her father and grandfather and become a family medicine practitioner.
- Security director **Jerry Kresge** was interviewed about the new LED stop signs at Lehigh Valley Hospital–Cedar Crest for the "Road Warrior" column in *The Morning Call*.
- Heart rhythm specialist **Hari Joshi, M.D.**, was featured in *The Morning Call* and interviewed by the Pocono Record for performing balloon cryoablation, a new procedure to correct atrial fibrillation, at our health network. B104 (WAEB-FM) also used audio from a previously recorded interview available on the lvhn.org website.
- Oncology clinical nurse specialist **Melissa Kratz, R.N.**, and administrator for pharmacy services **Bob Begliomini** were interviewed for a *Morning Call* story about a national shortage of chemotherapy medication.
- *The Express Times* ran an article announcing **Thomas Whalen, M.D.**, as our new chief medical officer.

### READ AND VIEW OUR NEWS

Go to [lvhn.org/news](http://lvhn.org/news) to see news clips (updated monthly).

### STAY INFORMED ON THE INTRANET

You now can read about the latest health network news by visiting [intranet.lvhn.com](http://intranet.lvhn.com). Under the "Network News" section of the home page, click on the stories that interest you (updated monthly).

## A Guide to Our Care

### Regional Burn Center Earns Reverification

Our Regional Burn Center received reverification from the American Burn Association and the American College of Surgeons for adults and children. To receive reverification, which lasts for three years, we underwent an on-site review by a team of experienced surgeons. This is the third time we received no deficiencies, meaning all core criteria were met. This achievement recognizes our dedication to providing superior care for patients from the point of injury through the rehabilitation process, whether the burn injury is minor or severe.



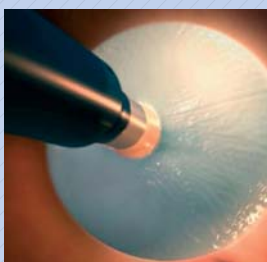
### New Look for Children's Clinic

To provide better primary care for our youngest patients, the Children's Clinic at Lehigh Valley Hospital—17th Street will be renovated and expanded. Construction is scheduled to begin in July and will include the addition of 23 exam rooms. The renovation also will consolidate the clinic from four floors to two floors, helping to reduce confusion and increase patient and parent satisfaction. Renovations are expected to be complete by January.

### Weight Loss Education and Support

Lehigh Valley Bariatric Medicine, a practice of Lehigh Valley Physician Group, offers a robust medical weight-loss program that includes initial examination, low-calorie diet and nutritional counseling, behavior modification, prescription appetite suppressants if needed and maintenance to help keep the weight off. Leading the practice is bariatrician Harpreet

Singh, M.D., a physician who specializes in the medical treatment of obesity and the health conditions associated with it. The practice also provides the medical information, education and support necessary to make bariatric surgery successful.



### New Procedure for an Irregular Heartbeat

If you know someone who has symptoms associated with atrial fibrillation, the most common irregular heartbeat, tell her there's no need to suffer any longer. We are the first hospital in the region to perform balloon cryoablation, a newly approved procedure to treat atrial fibrillation. A catheter is guided to the area of the heart that contains the problem-causing tissue. A balloon at the catheter's tip is then filled with liquid nitrous oxide, destroying the tissue and curing the irregular heartbeat.

### LMIC Earns Accreditation for Breast MRI

Lehigh Magnetic Imaging Center (LMIC), in partnership with Breast Health Services at Lehigh Valley Health Network, offers breast MRI for women newly diagnosed with breast cancer or at high risk for the disease. LMIC is the first and currently the only imaging center in the region to receive accreditation for breast MRI from the American College of Radiology (ACR). The accreditation means that LMIC meets the national gold standard for equipment, image quality, staff training and safety goals set by the ACR.



### Outdoor Art

Thanks to a series of private donations, we have acquired more than 50 pieces of contemporary outdoor sculpture donated by Philip and Muriel Berman and the Berman Foundation. During Phase I of a multiyear installation plan, 10 pieces were placed at Lehigh Valley Hospital–Cedar Crest in 2008. Phase II has now begun with the installation of “Positive Trees” on Lehigh Valley Hospital–Muhlenberg’s front lawn. Since ancient times, artists have used abstract tree forms to symbolize shelter, support and hope, making this collection a fitting welcome for hospital patients and visitors. The trees were created by Israeli artist Menashe Kadishman, whose work has been exhibited worldwide and is part of the permanent collections of such notable museums as the Museum of Modern Art, the Tate Gallery (London) and the Uffizi Gallery (Florence). Additional sculptures by various artists will be installed at all health network campuses over the next few years.



### Give Your Opinion; Win Prizes

We would like your opinion about our employee intranet (lvh.com) so we can create a better experience for you. We want to hear how you use the intranet. Maybe you don’t use it at all. Whatever the case, we want your opinions so we can make it better. Please take the brief survey on the intranet homepage. You’ll be entered for a chance to win café and Youthful You gift cards, pedometers and insulated grocery bags.

### PRIDE in Our People

READ MORE PRIDE in Our People at [lvhn.org/checkup](http://lvhn.org/checkup)



### Health care of tomorrow

This year’s Mini Medical School was a four-week series to help people imagine the exciting future of health care. Participants learned about discoveries and technologies that are changing how disease is diagnosed and treated. They also learned how the physicians of tomorrow are preparing today. Each session included interactive demonstrations and helpful tips on how to navigate the changing world of health care as we move into the future. One of the topics was robotic surgery. Here, gynecologic oncologist Martin Martino, M.D., shows a participant how the technology works.

### Coca-Cola collaboration

Driving behind a Coca-Cola truck evokes thoughts of an icy-cold beverage. Now it also reminds you to “Stop Texting” while driving. We are proud to partner with Coca-Cola to display the message on 20 of their trucks in the Lehigh Valley. Steve Keiper, Coca-Cola warehouse and logistics manager, says, “I have a daughter who recently started driving, so the importance of this message really hits home.”



### Better Medicine Saturday

The first Better Medicine Saturday of the year was held at the end of April. The goal of these fun-filled community health fairs is to bring our National Cancer Institute Community Cancer Centers Program (NCCCP) to life and engage community members who live near Lehigh Valley Hospital–17th Street. Each event has a fun theme and a health screening, as well as activities, food and giveaways. The next event is Saturday, May 21, and the health focus will be cervical cancer and diabetes/obesity.



# Schedule

For more details on classes (including times, locations and costs), call **610-402-CARE** or visit [lvhn.org/checkup](http://lvhn.org/checkup).

## Culture of Wellness

**June 2** – Baby Care Series

**June 2** – Parent Workshop “Dad’s Guide to Great Parenting”

**Starting June 3** – Bollywood Dance

**Starting June 3** – Art of Belly Dance

**June 4** – New Parent Workshop “Becoming Mom and Dad”

**June 4** – Parent Workshop “Survivors Guide to Toddler Years”

**June 4 and 5** – Preparing for Childbirth, Sat.-Sun. Class

**June 4 and 23** – Safe Sitter Babysitting Class

**Starting June 6** – Boot Camp

**Starting June 6** – Cardio Cross Training

**Starting June 6 and 15** – Zumba

**June 7** – UV Facial Skin Analysis Seminar

**June 8** – CPR for Family and Friends

**Starting June 8** – Redirecting Children’s Behavior Parenting Series

**June 9** – Health Fair at the IronPigs game

**June 10 and 11** – Preparing for Childbirth, Fri.-Sat. Class

**Starting June 11** – Chisel

**June 11** – Health Fair at Pocono Raceway

**June 12** – Sibling Tour

**June 13 and 22** – Breastfeeding Baby

**June 18** – Preparing for Childbirth, One-Day Class

**June 20** – Adult Maternity Tour

**June 21** – The Aging Foot

**June 22 and 30** – Car Seat Check

**June 22** – Staying Strong

**June 25** – Baby Care, One-Day Class

**June 28** – Age-Proof Workout

**June 28** – Core ‘n’ More

**Starting June 29** – Interval Express

**June 30** – Pregnancy 101 “Congrats and Welcome to LVHN”

## Employee Discounts

Get discounted tickets for major attractions across the country. Visit [www.ticketsatwork.com](http://www.ticketsatwork.com), create a user account and use “LVHN” as your company code.

## VALIC Retirement Seminars

**June 14, 15, and 16** – VALIC Retire at Ease

## Recreation Committee Events

**Aug. 6-12** – Grand Canyon – Contact Denise Mitchell, 610-969-0413.

**Oct. 24-26** – The Greenbrier Resort, W. Va. – Contact Birdie Meckes, 610-402-8881.

Visit the “[LVH\\_Recreation\\_Comm](#)” bulletin board for more details.

# Report Your Illnesses

If you’re sick, it’s important to report your illness and symptoms to employee health on your first missed day of work. It helps us identify areas where illness is prevalent so steps can be taken to prevent it from spreading.

## HOW TO REPORT YOUR ILLNESS:

**Lehigh Valley Physician Group and physicians:** Call 484-664-2299

**Hospice and Home Care colleagues:** Call 610-969-0300

## ALL OTHER COLLEAGUES CAN USE THEIR HOME COMPUTER:

1. Open your Internet browser
2. In the address bar, type: <http://intranet.lvhn.com>.  
(If remote access software is not on your computer, follow the prompts to install it, and reboot.)
3. Enter the same user number and password you use at work
4. Click “Intranet” / “Resources” / “Employee” / “Employee Sickline Notice”
5. Complete the form

If you don’t have home Internet access, call 610-402-9717.

# Service Star of the Month



## Tresa Marrow, R.N., 4K

Nominated by 4K director Sharon Clark, R.N., on behalf of Michele McLaughlin

After suffering a setback during her recovery from surgery, Michele McLaughlin’s mother had to be readmitted to 4K, a medical-surgical unit at Lehigh Valley Hospital–Cedar Crest. Her nurse, Tresa Marrow, R.N., immediately recognized she was going to need extra attention. Marrow asked colleagues if they could help care for her other patients so she could give McLaughlin’s mother the level of care she needed.

With her colleagues’ support, Marrow was able to give McLaughlin’s mother one-on-one care. “There was true cooperation among staff members and it was extremely moving to see them work as a compassionate team,” says McLaughlin. “Tresa went above and beyond. Her strength and determination assured us Mom was getting the best care possible. Her actions, maturity and kindness comforted us that we were in the right medical facility. I feel she saved my mother’s life.”

“I’m humbled to know that my actions were recognized in Michele’s letter,” says Marrow. “It’s a nice reminder that what nurses do every day has a real effect on our patients and their families.”

—Matthew Burns

## Congratulations to Award Nominees

**Patient Transport Services,** Lehigh Valley Hospital–Cedar Crest

**Lori Keller,** diagnostic care center

**Carla Jane Saveri,** case management

**Janice Mayer,** case management

**Usha Rai, R.N.,** progressive coronary care unit

**Cancer Center Infusion Area Staff**

**Bruce Ellsweig, M.D.,** vice chair for family medicine community practices,

**Robert Santucci,** pastoral care and **Anna Fernandez,** hospice care unit

**Lauren Kover, R.N.,** nursing float pool

**Keri Mitch,** Lehigh Valley Hospital–Cedar Crest emergency services

**Deborah Boorse, C.R.N.P.,** Outpatient Burn Center

## Things to remember when nominating a Service Star:

- Choose a colleague or a team of colleagues.
- Tell a story. Specifically explain how the colleague or team did something extra special.
- You don’t have to provide direct patient care to be a Service Star. All colleagues and teams can be nominated.

To nominate a star, go to the intranet at [lvhn.com](http://lvhn.com). Go to the “Find Fast” box and click on **Service Star Nomination**.

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# HAPPY ANNIVERSARY

## June 2011

### 40 Years

**Margaret Marazi**  
G.I. Lab

### 35 Years

**Beth Eck**  
Ambulatory Surgical Unit

**Bonnie Lynn**  
NSICU

**Lora Macknis**  
Children's Clinic

**Sharon Steager**  
PICC Team

**Deborah Williams**  
Enterostomal Therapy

### 30 Years

**Linda Durishin**  
Organizational Development

**Debra Klingler**  
6B Renal Medical-Surgical

**Kimberly Leaver**  
Patient Accounting

**Audrey Lichtenwalner**  
Heart Station

**Teri Lippowitsch-Vogel**  
TNICU

**Linda Mejias**  
Risk Management

**Brenda Miller-Reeser**  
Bed Management

**Lisa Myers**  
Supply Chain Analytics

**Ruth Ramos Clark**  
LVPG

**Nancy Robson**  
Emergency Services

**Nancy Saeger**  
Supply Management

**Cassandra Snyder**  
Pain Management

**Kathy Sommer**  
6B Renal Medical-Surgical

**John Sondova**  
6N Adult Psychiatry

**Daria Stephens**  
Home Care

**Karen Zurn**  
Emergency Services

### 25 Years

**Lori Baycar**  
Radiation Oncology

**Margaret Bennett**  
Open Heart Unit

**Dianne Bouchat**  
Breast Health Services

**Mary Browning**  
Labor and Delivery

**Donna Burkos**  
Adolescent Psychiatry

**John Collins**  
MICU/SICU

**Shirley Egan**  
Risk Management

**Deborah Feden**  
Medicine Clinics

**Danita Fenstermacher**  
7C Medical-Surgical

**Kathy Fink**  
Children's Clinic

**Teresa Frederiksen**  
Nurse Staff Office

**Karen Hanzelman**  
Ambulatory Surgical Unit

**Christine Hess**  
Home Care

**Kathleen Hoffert**  
Nuclear Medicine

**Maureen Hojnacki**  
Express Admissions Unit

**Karen Jones**  
Open Heart Unit

**Andrea Jones**  
ASU-PACU/OR

**Nicholas Jupina**  
Adolescent Transitions

**Patricia Mugavero**  
Express Admissions Unit

**Martina Oswald-Remaly**  
Open Heart Unit

**Susan Pool**  
Bed Management

**Gloria Reenock**  
Electrophysiology Lab

**Linda Reinhart**  
TNICU

**Tracey Reither**  
Wound Healing Program

**Carol Shalaway**  
PACU

**Sharon Strock**  
Acute Coronary Care Unit

**Pamela Swoyer**  
TNICU

**Vicki Trexler**  
MICU/SICU

**Eileen Vercusky**  
Home Care

**Cynthia Ward**  
Cardiac Cath Lab

**Lori Washburn**  
Transitional Skilled Unit

**Roberta Werkheiser**  
Cancer Center

**Laurie Wimmer**  
Enterostomal Therapy

### 20 Years

**Michelle Bernier**  
Cardiac Cath Lab

**Melissa Bubbenmoyer**  
Acute Coronary Care Unit

**Marlene Calpin**  
ICS Recovery

**Sandra Casella**  
Physical Therapy

**Shirley Cesanek**  
Cardiovascular Medicine

**Eugene Finn**  
MICU/SICU

**Vivian Foulke**  
NICU

**Darlene Garon**  
Cardiac Rehabilitation

**Vivian Getz**  
NICU

**Colleen Koskovich**  
7C Medical-Surgical

**Melisa Kubic**  
Acute Coronary Care Unit

**Bonnie Langella**  
Pharmacy

**Emily Mari**  
Cancer Center

**Susan McCauley**  
TNICU

**Maureen McDonough**  
Emergency Services

**Bonnie Mihalik-Faust**  
ICU

**Kirstin Umland**  
Surgical Staging Unit

**Jeanna Werner**  
Emergency Services

**Denise Witek**  
Medical Records

### 15 Years

**Joseph DeFulvio**  
College Heights OB/GYN

**Gloria George**  
HealthWorks

**Orion Rust**  
Maternal Fetal Medicine

**Brett Williamson**  
Base Service Unit

**Karen Yellin**  
PACU

### 10 Years

**Donna Antolick**  
4T Medical-Surgical

**Jeremy Benninger**  
MICU/SICU

**Regina Bright**  
Home Care

**Tiffany Cooper**  
Enterostomal Therapy

**Lisa DeBellis**  
Cardiac Cath Lab

**Kristy Fegley**  
Pharmacy

**Anthony Glynn**  
Information Services

**Stephanie Gohsler**  
Health Center at Moselem Springs

**Sheila Green**  
Emergency Services

**Billie Greiss**  
Progressive Coronary Care Unit

**Jill Holben-O'Brien**  
Emergency Services

**Sharyn Jones**  
Pharmacy

**Marc Juretus**  
Information Services

**Susan Kelly**  
Case Management

**Nancy Ketner**  
Enterostomal Therapy

**Sharon Kimmel**  
Cancer Data Management

**Ann Kirka**  
Pharmacy

**Robert Kramer**  
Psychiatry

**Grace Lau**  
Pharmacy

**Melinda Lichtenwalner**  
Heart and Vascular Center

**Edgardo Maldonado**  
Latino Health Initiative

**Antoinette Marich**  
Internal Audit

**Michele McCloskey**  
Benefits Verification

**Angela Mendez**  
NICU

**Stacy Mesics**  
Pharmacy

**Robert Pencil**  
NSICU

**Lisa Popovich**  
PACU

**Barbara Printz**  
Helltown Family Health Center

**Doreen Shaver**  
7T Medical-Surgical

**Stacey Smith**  
Medical Practice Center

**Megan Snyder**  
6T Medical-Surgical

**Tracey Spittler-Hassler**  
5B Medical-Surgical

**Bryn Surgeoner**  
Respiratory Care Services

**Manmeet Thakral**  
4T Medical-Surgical

**Amy Thomas**  
4K Medical-Surgical

**Erin Treaster**  
Hospitalist Program

**Tanya Viera**  
Center For Women's Medicine

**Tina Weikel**  
3A ICU

**Janelle Wiley**  
Labor and Delivery

**Lisa Willett**  
6N Adult Psychiatry Unit

**Tammy Wolfe**  
Coding and Compliance Support

**Sandra Yaich**  
PGME

**Christine Yarko**  
ABC Family Pediatricians

**Jichao Ye**  
Vascular Lab

### 5 Years

**Rebecca Abruzzese**  
Muhlenberg Primary Care

**Arjumand Ali**  
PGME

**Anthony Ardire**  
Quality

**Jean Bakke Cain**  
Lehigh Neurology

**Laura Barany**  
Emergency Services

**Marcie Basile**  
Emergency Services

**Jasmina Becirovic**  
Medical Records

**Heather Bender**  
Hospice

**Karen Bilger**  
College Heights OB/GYN

**Ann Bordenick**  
Internal Medicine of the LV

**Brian Bradow**  
PGME

**Mary Brislin**  
Clinical Social Work

**Jennifer Brown**  
Emergency Services

**Alyssa Bruchko**  
6K Medical-Surgical

**Joseph Candio**  
Internal Medicine of the LV

**Michelle Carraro**  
Emergency Services

**Kimberly Castagna**  
Operations

**Ian Chapman**  
ICU

**Dawn Colon**  
Rehab Services

**Ashley Conaway**  
Transitional Skilled Unit

**Karissa Conklin**  
7A Neuroscience Unit

**Eleanor Cosic**  
Internal Medicine of the LV

**Carrie Dauscher**  
ICU

**Amy Davis**  
Spectrum Pharmacy

**Liany Diven**  
Center for Women's Medicine

**Joyce Dumbach**  
Emergency Services

**Lori Dzojko**  
Internal Medicine of the LV

**Heather Edelman**  
Float Employees

**Kelly Ely**  
5K Medical-Surgical

**Heather Endy**  
MICU/SICU

**Marianne Finney**  
Emergency Services

**Melinda Fischer**  
Internal Medicine of the LV

**Tracy Gemberling**  
6B Renal Medical-Surgical

**Jeffrey Gesell**  
Emergency Services

**Debra Ginder**  
Cardiology

**Carlos Gianville**  
PGME

**Rosalie Goldstein**  
CECE Center

**Erica Green**  
MICU/SICU

**Leazette Green**  
Ambulatory Surgical Unit

**Rheann Grike**  
Internal Medicine of the LV

**Lindsey Hayde**  
Lehigh Valley Anesthesia Services

**Margaret Hayn**  
HealthWorks

**Melissa Heckman**  
Perinatal Unit

**Emily Herman**  
Pharmacy

**Holly Hernandez**  
Operating Room

**Gessenia Hernandez**  
Labor and Delivery

**Holly Hess**  
Radiation Therapy

**Jill Hickman**  
Danielsville Family Practice

**Debra Hontz**  
Internal Medicine of the LV

**Shannon Huffaker**  
Electrophysiology Lab

**Ashish Kabra**  
PGME

**Alexis Kainz**  
Cardiology

**Gregory Kainz**  
Center for Women's Medicine

**Kristen Kametz**  
Pediatric Unit

**Laurieann Kapun**  
Coding and Compliance Support

**Mary Keifer Kimock**  
Information Services

**Jennifer Keller**  
Muhlenberg Primary Care

**Aaron Kelley**  
PGME

**Jason Knight**  
Emergency Services

**Jonathan Kochuba**  
Internal Medicine of the LV

**Nancy Komatz**  
NSICU

**Tracey Kostick-Morello**  
Scott A. Rice, MD

**Adam Kotkiewicz**  
PGME

**Robert Kovacs**  
Internal Medicine of the LV

**Pamela Kozerski**  
Cardiology

**Christine Krick**  
5C Medical-Surgical

**Kelly Lago**  
4K Medical-Surgical

**Thomas Lakata**  
Internal Medicine of the LV

**Krista Lechanic**  
PACU

**Rachel Liebman**  
Moorestown Family Medicine

**Susan Lohrman**  
Heart and Lung Surgeons

**Jennifer Magee**  
4CP Medical-Surgical

**Margaret Mancini**  
7A - Neuroscience Unit

**Christina Mathioudis**  
Diagnostic Radiology

**Janelle Matsago**  
4CP Medical-Surgical

**Colleen McBrearty**  
Cardiac Cath Lab

**Stephanie McClure**  
ICU

**Karin McConville**  
PGME

**Krysten McGovern**  
4K Medical-Surgical

**Christine McGuinness**  
Home Care

**Amanda McMillion**  
Regional Burn Center

**Lauren McNelis**  
Supply Distribution Services

**Tara Mertens**  
Home Care

**Jennifer Mesker**  
Pharmacy MPA

**Amber Messinger**  
Case Management

**Laura Miililo**  
Heart and Vascular Center

**Mariselle Millan-Rios**  
Internal Medicine of the LV

**Jaclyn Miller**  
Open Heart Unit

**Sara Mindler**  
Emergency Services

**Madhulika Misra**  
Internal Medicine of the LV

**Megan Mojeda**  
Case Management

**Kerri Moyer**  
6K Medical-Surgical

**Emmanuel Ndudjife**  
7C Medical-Surgical

**Sharon Nikoleyczak**  
Diagnostic Care Center

**Adriana Nunez**  
Gutierrez

**Lovey Ochse**  
ASU-PACU/OR

**Jessica Onkotz**  
TNICU

**Robin Ostrofsky**  
6C Medical-Surgical

**Jenna Ottinger**  
Electrophysiology Lab

**Andrew Palmiotti**  
Radiation Therapy

**Bruce Parker**  
Operating Room

**Brandon Parkyn**  
ICU

**Regina Pena**  
TLC Moderate Care

**Jennifer Phillips**  
Institutional Review Board

**Cecilia Powell**  
Radiology